Q&A – SOW for Mobile Strategy

1. Does the STATE expect the vendors to provide a Fixed Price quote or can the vendors provide a T&E quote with fixed hourly rates for each resource type?

   A. The State/MN.IT expects a fixed price for this project, however, it is expected that you follow the format as described in the SOW when submitting the response.

2. The scope of the RFP is to provide framework, Define and develop Prototype and define a practical guide for the following. Please confirm.
   1. Mobile-responsive design resources for public content, applications, and services
   2. 2-Way texting, push notifications
   3. GIS & location-aware community assistance Applications

   A. Please refer to the project deliverables section of the SoW for full details. To clarify the 2nd deliverable, the State would like to build 1 working prototype of a mobile application that leverages functionality defined in the 3rd deliverable. The State is looking to build a component library of mobile functionality and services as listed to improve the time to market of future mobile applications built.

3. Please provide details of States expectation relating to 2-way push notification. In the current technology ecosystem, 2-way push notification is almost a very rudimentary capability. So, we are not sure what your expectations are.

   A. There is a large population of homeless Minnesotans without smart phone capability. The goal is to improve communications to that audience leveraging simple texting capabilities. Refer to Gov2Go for a related example of such: http://www.arkansas.gov/gov2go.

   The State realizes that push notifications are only available to native apps and web apps wrapped in Cordova/PhoneGap. The purpose of this requirement is to reach those with no smartphones.

4. Please confirm that the following are not in scope of this RFP:
   1. Design of any application
   2. Development of any application
   3. Testing
   4. Deployment
   5. Warranty
   6. Post-Deployment Support

   A. Deployment of the prototype of application(s) is within the scope of this project. All other items on this list are outside the scope of the project.

5. The SOW states that "The conclusion of this work will produce an enterprise mobile toolkit and reference guide". What should be the content of the mobile toolkit?

A. The term toolkit is used to include the complete package of deliverables in the SoW. It should contain the reference guide, prototyping model for the listed mobile services in deliverable #3, a working prototype and documented process of development, deployment and cross-platform deployment on today's most popular platforms (Apple, Android and Windows).

6. In continuation to question 5, should the toolkit contain any ready to use code or API that could be used at a later phase when the mobile application is being designed and developed?

   A. This toolkit should contain any reusable code and APIs that the State can utilize for the intended purpose.

7. Is this RFP targeting at frameworks for a Native Mobile application or a HTML5 (Responsive Web Design) mobile web application?

   A. The requirements is targeting both native mobile applications and HTML5 (responsive web design) web applications for mobile devices.

8. The SOW states that "To ensure its proof in concept, the successful contractor must create this guide in conjunction with design, development and deployment of a mobile solution prototype linked to one or more of the Innovation Program project proposals". Please provide more details on this requirement.

   A. The deliverable of the guide book must align with the other two deliverables of mobile app prototypes and a repeatable prototyping model to be created as part of this engagement.

9. As a continuation to the above question, what should be the scope of the proposed Prototype?

   A. The scope of the prototype includes building one working prototype of a mobile application that leverages functionality defined in the 3rd deliverable: developing a model suited for various mobile-related services such as search, GIS (geospatial information systems), authentication, secure online payment interface, 2-way social integration and community feedback integration.

   This prototype may be a simple 'sample app', perhaps a book store demo app. The purpose of the app is to demonstrate the following features: user authentication, location-awareness, a map, a data entry form, an online payment interface, a social aspect (e.g. Twitter, FaceBook, LinkedIn), a customer feedback feature. The source code should also demonstrate coding best practices and patterns.
   The purpose is NOT to create a real app.

10. The SOW states that "As a third outcome of this work effort, the Innovation Program needs the vendor to develop a repeatable, rapid prototyping model for mobile solutions." Please provide more details on this requirement.

    A. The State/MN.IT is seeking a development guideline and a recipe book to repeat the development process, using industry best-practices.

11. The SOW states that the deliverable should include "An enterprise mobile toolkit and reference guide, including a decision tree and a mobile deployment framework to include draft policies and standards for mobile content and services to finalize and publish as an enterprise IT resource". What should be the contents of the reference guide?

    A. The reference guide should include references to widely-used mobile app frameworks.

12. In continuation to the above question, please provide more details on the "Decision Tree".

    A. The purpose of the decision tree is to provide guidance to IT staff with less experience in determining whether responsive design, mobile native or web application (as 3 examples, there may be more) is suited for content and applications of State systems and data. Once the high-level path is selected based on criteria the decision tree would lay out, at the next level down it must describe in detail the appropriate technologies and frameworks for mobile apps and responsive web sites and any other choices to consider with pros and cons or other factors considered.

13. The SOW states that the deliverable should include "Develop a prototyping model suited to various mobile-related services such as search, GIS (geospatial information systems), authentication, secure online payment interface, 2-way social integration and community feedback integration." What other services should be included within the prototype scope?

    A. Any additional documentation and artifacts that can assist MN.IT with streamlining the development and deployment of mobile apps are welcomed.

14. The SOW states that the project phases would include the following:
    Phase 1: Project Initiation
    Phase 2: Discovery and Information Gathering
    Phase 3: Strategies, Road-map, and Actions
    Phase 4: Refine & Revise Deliverables –as needed
    Phase 5: Project Closeout
    Please provide vendor's expected roles and responsibilities in each phase.

    A. During the project initiation phase, the selected vendor will take advantage of

project management practices to exercise pre-planning activities necessary for this project.

Subsequently, the discovery and requirement gathering phase will deliver documentation and artifacts necessary to build the required components.

In the strategies, road-map, and actions stage, the vendor will assist MN.IT with clear definition of approach(es) to invest resources toward the enterprise mobile strategy.

Phase 4 may reveal activities once the IT team reviews the material and the results.

Phase 5 includes typical project closeout activities such as assessing and completing the project, and deriving lessons-learned and best practices to be applied to future projects

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15. Please clarify if STATE is looking for a vendor to build a custom mobile application (OR) procure a commercial off the shelf (COTS) mobile application that provides the requirements outlined in the RFP.

A. The State/MN.IT is requesting the followings from the selected vendor.
• An enterprise mobile toolkit and reference guide, including a decision tree and a mobile deployment framework to include draft policies and standards for mobile content and services to finalize and publish as an enterprise IT resource (based on MN.IT technical architectural, existing standards and new ones to be proposed per this engagement)
• Working prototype(s) for new web and mobile services, selected jointly based on business priorities and resource availability, to demonstrate the above guidebook value. A detailed summary of this work, chronicling the process and how it aligns with the guidebook and how the guidebook aligns with MN.IT architecture.
• Develop a prototyping model suited to various mobile-related services such as search, GIS (geospatial information systems), authentication, secure online payment interface, 2-way social integration and community feedback integration.

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16. As a follow up to the above question, has the STATE reviewed any COTS products that meet the STATE requirements?

A. State/MN.IT is open to ideas regarding COTS or other viable options that meet the needs of the project.

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17. If the answer to above question is Yes, please list the COTS products that were reviewed.

A. No product is currently being evaluated.

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18. Does the STATE have any preferred COTS products that it is considering for this RFP?

A. No product is currently being evaluated.

19. What is the value of established / anticipated budget?

A. The State will evaluate the responses based on the criteria specified in the SOW, along with the most effective cost proposal from the vendors.

20. Does the STATE have any preference for onsite / offsite / offshore development?

A. Because this is going to be a learning opportunity, the State/MN.IT prefers on-site development.

21. How many onsite vendor resources can be accommodated by the STATE?

A. The State doesn't anticipate more than 3 concurrent vendor resources at work at any one time for this engagement. There will be sufficient space for such.

22. Will a proposal with offsite / offshore work scored less?

A. Because this is going to be a learning opportunity, the State/MN.IT prefers on-site development. The vendor would need to explain the advantages of offsite/offshore work given an anticipated short duration contract with deliverables requiring detailed requirement gathering from State staff.

23. Does the vendor staff need to travel to other non-primary locations? If yes, please provide the information about of locations, who from vendor staff needs to visit the locations, time/duration and frequency of such visits.

A. This work will be conducted at MN.IT Central location at St. Paul, MN.

24. Will the STATE provide onsite parking for the vendor team members?
Is parking available for vendor personnel free of cost?
How many parking spots can be made available for vendor personnel?

A. Parking is available around the MN.IT premise at parking meters. All project participants are responsible for their parking accommodations.

25. Is there a pre-bid meeting / conference on this RFP, so that the bidding vendor community can better understand the RFP requirements and allow interactive resolution of vendor questions?

A. Based on the responses received, MN.IT may invite the vendors for presentations and other necessary sessions.

26. In the case of offsite service, will the STATE provide VPN access to vendor team members?

A. If digital assets or resources are identified during requirement gathering that requires vendor access to State resources, the State will provide the needed VPN access.

27. Please confirm if the STATE will provide necessary hardware and software for this project in all environments.

A. Due to the expected short duration of this contract. Procurement of hardware and software is not anticipated. The State assumes the vendor will provide hardware and software for this project and explain their choices for such, recommendation for the State and pricing of any software/hardware tools required to transition work developed under contract to the State.

28. Please confirm that the STATE is responsible for the costs of acquiring any 3rd party tools / technology (for example, web server, development and test tools, source code control, database, communication infrastructure) required by various phases of the project.

A. Due to the expected short duration of this contract. Procurement of hardware and software is not anticipated. The State assumes the vendor will provide hardware and software for this project and explain their choices for such, recommendation for the State and pricing of any software/hardware tools required to transition work developed under contract to the State.

29. To provide necessary clarifications during design, development and testing how many SMEs will be allocated by the STATE to this project during various phases of the project for further clarifications, reviews etc.?

A. Please refer to the SoW section Project Environment for a resource breakdown.

30. What is the approximate % allocation of these SMEs to this project?

A. Approximately 25% for each role.

31. What is the advance notice time to request access to the SMEs described in the question above?

A. This will be determined during requirements gather sessions once a contract is in place.

32. Does the vendor need to integrate with other STATE or vendor team(s) to deliver a complete solution? If yes, what are such dependencies and what is the integration process?

A. The identified team in the SoW will be the liaison to other State teams. No other vendor teams are anticipated at this time.

33. Does STATE want the vendor to use specific templates for project deliverables like Project Reporting, Detailed Requirements Document, Architecture Design document, Deployment Plan, Testing Plan etc or is it expected that Vendor templates will be used for the project?

A. Vendor templates are sufficient for project management, details of design documents, deployment and testing plans and related will be discussed during requirements gathering –the State does not have templates for these elements.

34. In relation to the above question, if a vendor needs to use STATE provided templates, please provide a copy of the templates so that we have a clear understanding of the level of details required.

A. N/A

35. Does the STATE have any preference in terms of the software development methodology that could be adopted for this project (Waterfall, AGILE ….)

A. The State/MN.IT is looking for recommendations from the vendor on best-practices including software development methodology.

36. Does the STATE have any preference in terms of the location of vendor office that will provide this proposed service?

A. This work will be conducted at MN.IT Central location at St. Paul, MN.

37. What are the mobile devices that must be supported? Please list them by platform such as iOS, Android etc?

A. iOS, Android, and Windows.

38. Are there specific mobile development technology standards that the STATE would like the vendors to follow (such as Java, C#, Javascript, Appcelerator, PhoneGap, KONY etc)?

A. The HTML5 prototype can be built with AngularJS, deployable with and without Cordova (the upstream of PhoneGap), and the supporting library should be developed as platform-agnostic as possible, but thin or ubiquitous libraries and frameworks like Underscore and jQuery are permissible. The MN.IT would prefer to begin with the jQuery Mobile 1.4 and mobile UI toolkits. Other superior solutions that enable mobile design language will definitely be considered.

The backend piece can be in any language, the only requirement is that it needs to be decoupled from the HTML layout and styling, and it must communicate with the front end using REST/JSON. NodeJS might be of interest.

39. What steps will be followed by the STATE for validating the Prototype and framework?

A. The IT staff will evaluate the components considering various dimensions and practices such as security, usability, code reusability and inspection, surveys, and application management.

40. How many environments does the STATE have for this project (for example, Development, Testing, Production)?

A. The State has no pre-existing environments for this project and anticipates further procurements at the conclusion of the work, but expects the vendor to provide working environments for the State as needed.

41. Please clarify if the STATE will host the application or expects the vendor to host the application.

A. part of the proposal should include hosting options with pros and cons for hosting and platform options as part of the proposal.

42. Should a workflow be designed and developed as part of this project?

A. The State/MN.IT expects workflows and all related documentations for this project.

43. If a workflow is to be implemented as part of this project, what is the prescribed STATE standard tool for work flow management?

A. Microsoft Visio is the preferred tool for workflows and diagrams.

44. How many business days of User Acceptance Testing does the STATE expect to perform for this application?

A. The State will designate two weeks or fourteen business days for user acceptance testing.

45. Please confirm that, the STATE will provide sample or test data for user and system testing.

A. For deliverables #2 and #3 in the SOW (working prototype(s) for new web and mobile services to demonstrate the practicality of the guidebook) pointing to

a typical GIS backend and showing a map to perform sample location-based services may suffice.
For deliverable #3 in the SOW (

The SMS application functionality can be a simple text adventure, or other sample content.

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46. For each of the state provided resources listed below, what is their approximate allocation to this project?
- Business analyst
- Tactical project owner
- Technical architect, SME
- Mobile developer, Apple SME
- Front end web developer, HTML5 SME

A. The State assumes 25% availability of each resource.

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47. Will this contract be Time & Material (with a not to exceed) or Fixed Fee engagement?

A. This project is a fixed-cost engagement.

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48. Can the anticipated project start and end dates be extended?

A. The start date will be determined when a final vendor is selected for contract. The end date is set to the end of the State fiscal year, assumed to be very sufficient for the scope of work of this SoW.

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49. Will the "Enterprise mobile toolkit and reference guide" focus on Business-to-Consumer and/or Business-to-Employee?

A. The audience for the guidebook is State IT and business employees to determine the appropriate path for updating their respective content and services. The audience for the applications may be G2B, G2C or G2E and should be at a level to make recommendations depending on which audience is intended. (G=government, C=citizen, B=business, E=employee)

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50. If the focus is Business-to-Consumer, is Mobile Device Management (MDM) skill still a requirement since MDM is specific to business-to-employee?

A. Please see the response to question 49.

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51. Will the web and mobile services prototype be developed jointly with vendor or developed by Project Environment State Resources?

A. The selected vendor is responsible for developing the web and the mobile

services. The MN.IT staff will oversee the progress.
52. For the "...Develop a prototyping model suited to various mobile-related services...", are you looking to build a prototype "architect/design" model for various mobile related services or build a prototype "app/application" suited to various mobile related services? A. The State/MN.IT is looking to build a prototype of architecture and design solution for various mobile services.
53. What Mobile Device Management tools (e.g. AirWatch, Good, etc.) and Mobile Application Development Platform tools (e.g. jQuery Mobile, etc.) do you leverage or plan to leverage? A. The proposed solution should include recommendations on mobile device management tools and mobile application development platforms, for these are within the scope and the State will have internal customers.
54. Will there be preference for companies based in Minnesota? A. Because this is going to be a learning opportunity, presence of the project team members will be vital to this project.
55. Did a supplier participate in the creation of these requirements and/or the creation of this Document? A. No. Research was conducted to define the State's desired outcomes across a broad base of the known mobile solution provider marketplace.
56. There is specific mention of an "Apple SME" as a Mobile Developer, however there is no mention of a similar "Android SME". It is our assumption that at least 50% of the Minnesota Citizens will be using Android devices. Is Android something to be added later or is there another reason why it is being left out? A. The State has been unable to identify an SME for the Android platform, not because it has less intent in providing cross-platform capability. The State desires solutions to be available for the most popular mobile platforms available: Apple, Android and Windows.
57. Is it the intention of MN.IT that the company who wins the Strategy work will be the company who completes all of the mobile work for the next year or two? A. A key goal of this effort is to enable the State to do its own mobile work by putting knowledge and options in the hands of State IT workers. If further work is

performed, the outcomes of this project may influence the selection of the vendor for future mobile project within MN.IT; however, one does not guarantee another.

58. Is there a preference for Cloud/Hosted or On Premise solutions for services such as MDM, Authentication and API Management?

A. The State/MN.IT is seeking recommendations with pros and cons for hosting and platform options as part of the proposal.

59. Will the employee app solutions be hosted on a private Enterprise App Store?

A. Yes. The State has currently deployed AirWatch for private application hosting. To clarify, the focus of any prototypes for this engagement is public-facing services.

60. Will citizen apps be submitted to Apple's iTunes App Store and Google Play? Will other app stores, such as Amazon App Store, need to be supported?

A. No other App stores than Apple's and Google's app stores will be utilized.

61. Is MN.IT looking for guidelines in implementing a Governance Team to manage future app development?

A. Yes.

62. The Project Resource list shows an Apple SME, but does not call out an Android, Windows 8 or other SMEs for the native application development area. Is this an indication that the State is focusing on the iOS platform exclusively, or is the selected contractor required to supply this expertise?

A. The State has been unable to identify an SME for the Android platform, not because it has less intent in providing cross-platform capability. The State desires solutions to be available for the most popular mobile platforms available: Apple, Android and Windows.

63. Are there any specific security related requirements beyond industry standards (e.g., PCI compliance) that will need to be accounted for?

A. The audience for the applications may be G2B, G2C or G2E, and the security requirements needs to adhere to the industry standards to attract and retain this audience. (G=government, C=citizen, B=business, E=employee)

64. Other than industry standard best practices for all areas of mobile development (e.g., Security, design and delivery standards, test standards) are there any specific requirements that will be placed on the mobile projects outlined in this document? For example, does the State have requirements for selection of toolsets, third-party libraries, etc. that we should be aware of?

A. As part of the response to this SOW, State is seeking recommendations and industry best-practices regarding security, design development, deployment and testing of mobile projects.

65. Is the Proof of Concept (POC) implementation to be done during the course of the engagement intended to use data sources, services, etc. as provided by the State of MN, or are virtualized data sources/services permissible?

A. For the purpose of prototyping, virtualized data sources and services are allowed for this project.

66. What are the formats of the source material likely to be made available under this program (e.g., PDF, MSWord, etc.)?

A. Depending on the nature of the material, all source material should be available in either Word or Excel formats which are easily revisable. If a vendor uses a preferred proprietary tool, a version of the tool should be available to the State.

67. Where does the source material reside (e.g., databases, document management systems, etc.) and how is access to those systems mediated?

A. All documents will reside in a document repository system, to which the consulting team members will gain access.

68. Are any of these documents forms that are typically made available to the public to be filled out and submitted back to a State agency?

A. Yes.

69. How will the prototypes developed be used? Will they be fully functioning apps, or just POCs?

A. The proof of concepts will evolve into working prototypes for new web and mobile services, selected based on business priorities and resource availability, and will demonstrate the practicality of the reference guide.

70. Will any graphic design work or creation of custom artifacts be required, (e.g. icons, images) or will these be provided by the state?

A. Simple graphic design work is sufficient as placeholders for out of scope graphics developed by internal staff later.

71. What authentication mechanisms are currently supported and could be reused (or the use of which is required) for mobile projects?

A. The proposed solution should include recommendation on this subject.

72. Is the ability to process payments "in-app" or on the mobile website a requirement of any of the proposed mobile projects?

A. A prototype with usable code to integrate payment processing is a goal of the SoW.

73. Two-way texting of the form exemplified by Gov2Go utilizes a combination of natural language parsing systems and SMS handling systems. Does the State have existing systems (such as CMS systems) that can be leveraged to serve the needs of a two-way texting system (e.g., input of relevant data, updates to such data as is required, etc.)?

A. Currently, the State does not have the needed system and is seeking an understanding on what and how to deploy such a solution.

74. Does the State have any documentation on security and privacy standards that would apply to a two-way texting service? For instance, if the project is designed to deliver alerts to an end-user about the completion of their tax return, what standards apply? What authentication methods exist for desktop use, for instance, which could be leveraged for mobile use?

A. The State does not have documentation on security and privacy standards, and this component is part of the project deliverables.

75. What State databases of GIS and other geolocation data exist which could be used to meta-tag existing data sources (or made available as live sources for tagging), how accessible are they and how often are they updated?

A. The State has a wide range of geolocation data available via REST services and file-based data sets. The frequency of updates varies based on needs. For more info, please visit MnGeo - http://www.mngeo.state.mn.us/index.html.